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CONFIRMATION NO. 4208

<b>SERIAL NUMBER</b> 10/674,749	<b>FILING OR 371(c) DATE</b> 09/30/2003 <b>RULE</b>	<b>CLASS</b> 718	<b>GROUP ART UNIT</b> 2109	<b>ATTORNEY DOCKET NO.</b> 343355600069
<b>APPLICANTS</b> Michael G. Carney, Cary, NC;				
** CONTINUING DATA *****				
** FOREIGN APPLICATIONS *****				
<b>IF REQUIRED, FOREIGN FILING LICENSE GRANTED</b> ** 12/22/2003				
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after met Allowance Verified and Acknowledged: <u>[Signature]</u> <u>W.Z.</u> Examiner's Signature Initials		<b>STATE OR COUNTRY</b> NC	<b>SHEETS DRAWING</b> 23	<b>TOTAL CLAIMS</b> 22
			<b>INDEPENDENT CLAIMS</b> 4	
<b>ADDRESS</b> John V. Biernacki Jones Day North Point 901 Lakeside Avenue Cleveland, OH44114				
<b>TITLE</b> Computer-implemented system and method for managing service agents				
<b>FILING FEE RECEIVED</b> 1000	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	